



ROLE DESCRIPTION

Role Title:	Administration Officer
Classification Code:	ASO2
LHN/ HN/ SAAS/ DHA:	Women's and Children's Health Network
Hospital/ Service/ Cluster	Women's and Children's Health Network
Division:	Child and Family Health Services (CaFHS)
Department/Section / Unit/ Ward:	Child and Family Health Services (CaFHS) Community
Role reports to:	Administration Coordinator
Role Created/ Reviewed Date:	June 2024
Criminal History Clearance Requirements:	Working with Children Check (issued by DHS) National Police Check (issued by approved provider) If applicable - NDIS Worker Check (issued by NDIS Commission)
Immunisation Risk Category	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances)

ROLE CONTEXT

Primary Objective(s) of role:

The position of Administration Officer reports to the Administrative Coordinator / Administration Manager and is responsible to the Administrative Manager / Advanced Nurse Unit Manager for the provision of administrative support and quality customer service to a range of clients for the Child and Family Health Service offices located at a variety of locations state-wide.

- > The Administration Officer is part of a multi-disciplinary team that provides a wide range of quality services and responsible for delivering customer service in a professional, flexible and timely manner to achieve high quality customer focused outcomes.
- > The incumbent also undertakes a range of administration activities supporting the staff members of the regional team in accordance with Child and Family Health Service Division strategic plan.

Direct Reports:

- > Nil

Key Relationships/ Interactions:

Internal

- > Reports to Administrative Coordinator, Administrative Manager or Advanced Nurse Unit Manager;
- > Works collaboratively with Divisional Administration Officers, Business and Service Support, WCHN Corporate staff and external providers as required;
- > Significant working relationships with the Administrative Manager, Advanced Nurse Unit Manager, Service Providers, Allied Health staff and Cultural Consultants.

External

- > Nil

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Be familiar with all aspects of administrative duties required to support Child and Family Health Service clients
- > Prioritising of work and time management due to demands of the work environment
- > Effectively liaising with difficult clients and sensitive issues
- > Supporting staff across multiple sites
- > Handling confidential and sensitive situations with tact and empathy
- > Using initiative and judgement when dealing with a broad range of clients

Delegations:

- > Nil

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012 (SA)*.
- > *Information Privacy Principles Instruction*.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008* and the *SA Health (Health Care Act) Human Resources Manual*.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > May be responsible for supervision and oversight of volunteers assigned within the department, in collaboration with the WCHN Volunteer Unit. Refer to Volunteer Engagement and Management Procedure
- > Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the SA Health Criminal and Relevant History Screening Policy Directive.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit, and must be renewed every 5 years from the date of issue
- > For 'Risk Assessed Roles' under the *NDIS Worker Screening Rules 2018*, the individual's NDIS Worker Check must be renewed every 5 years from the data of issue (or are required to be compliant with transitional arrangement for South Australia).
- > Failure to renew required criminal history screenings prior to nominated expiry will require your absence by way of approved leave until a renewal is obtained.
- > A satisfactory National Police Certificate (NPC) assessment is required.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.
- > As a state-wide service, WCHN employees may be required to undertake work at various locations in metropolitan Adelaide, and provide outreach to other parts of South Australia (the latter in consultation with the incumbent of the role).
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the Public Sector Act 2009 for Public Sector employees or the SA Health (Health Care Act) Human Resources Manual for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > This Role Description provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your skills and abilities would reasonably be expected to perform.

Zero Tolerance to Racism:

The Women's and Children's Health Network has zero tolerance to racism. The Network is committed to ensuring its staff, volunteers, consumers and visitors are able to work or access health services in an environment that is culturally safe and free from any form of racism or discrimination.

Our staff are supported to address any form of racism in all environments, in line with our Corporate Procedure: **Zero Tolerance to Racism – Identifying, Responding, and Managing in the Workplace.**

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must always act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Ensure the provision of a quality customer information and enquiry service to both internal and external clients</p>	<ul style="list-style-type: none"> > Acting as the 'first point of contact' for both front of counter and telephone customers; > Actively demonstrate high level customer service principles; > Identify customer needs and provide accurate and timely information in relation to services offered through Child and Family Health Service Division; > Enquiries directed to appropriate staff and staff movements monitored; > Processing of all enquiries performed accurately and efficiently; > Effective communication with staff across the region and with internal and external customers and stakeholders; > Positive working relationships built and liaison with staff and external service providers
<p>Contribute to the efficient and effective operation of services by providing a comprehensive administration support service</p>	<ul style="list-style-type: none"> > Timely and accurate processing of day to day administrative activities in accordance with WCHN standards and including office support services as required; > Correspondence monitored including mail and accurate records maintained assisting staff to meet required deadlines; > Recording of client referral information as required, including maintenance of databases and waiting lists; > Petty cash administered and reconciled; > Waiting room information, displays and pamphlets kept up to date and stocked; > Equipment and stores purchased and received according to WCHN procedures; > Property and equipment managed, including maintenance and replacement; > Assistance in arranging meetings, preparation of agendas, distribution of reference material and accurate recording and distribution of minutes; > Assistance and support provided in the training of other administrative staff as required; > Assistance provided in the orientation of staff to a site.
<p>Provision of an efficient and coordinated customer booking system</p>	<ul style="list-style-type: none"> > Appointments managed efficiently by using initiative to prioritise and assess appointments by understanding individual client needs; > Urgent appointments prioritised; > Appointments are coordinated to meet the needs of staff and interpreters considering resources such as equipment and vehicles; > Appointments cancelled and customers re-booked when necessary; > Accurate appointment lists and case notes retrieved to be available for appointment; > Referrals documented and disseminated to relevant clinic personnel
<p>Assist in the provision of an efficient and effective records management system</p>	<ul style="list-style-type: none"> > Client Records: > Are created and maintained ensuring correspondence and all documents are filed efficiently and correctly; > Comply with FOI and ROI policies and procedures; > Missing records are investigated and may result in a reporting process; > Assisting with archiving processes as required.

<p>Contribute to the maintenance and accuracy of electronic data bases</p>	<ul style="list-style-type: none"> > Updating of client details is accurate and timely in accordance with Department of Health Client Identification Standards and Search Procedures; > Electronic Client Record Tracking System is consistently updated; > Discrepancies recorded and reported appropriately to Business and Service Support.
<p>Contribute to the provision of a confidential and secure client record service</p>	<ul style="list-style-type: none"> > Client information is secured and maintained in a confidential manner in accordance with WCHN policies and procedures; > Records are transported/delivered in a secure and confidential manner both internal and external to the organisation; > Storage areas across the organisation are maintained in a secure manner at all times.
<p>Actively participate in quality and risk management activities that contribute to ongoing improvement of service.</p>	<ul style="list-style-type: none"> > Administrative practice procedures, guidelines, audits and quality indicators are continuously reviewed, developed, implemented and documented appropriately; > Strategic directions are understood; > WCHN role, vision and values are understood and embraced; > Participation in the development of continuous quality improvement activities, project working groups and systems relating to Child and Family Health; > Collaboration with all stakeholders occurs to improve consistency with administrative procedures at the local level
<p>Support and actively participate in a positive culture and safe work environment.</p>	<ul style="list-style-type: none"> > Foster a positive working environment which promotes learning and development, observes and acknowledges the safety and welfare of employees and their differences, and encourages creativity and innovation; > OHS&W guidelines are implemented and followed; > Positive approach and commitment to Child and Family Health Service participating in a team that works effectively with all members; > Attendance at relevant team meetings in Child and Family Health Service

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Sound interpersonal and communication skills including the ability to communicate effectively with consumers, staff, external agencies and members of the public, both face-to-face and over the telephone, demonstrating a respect for different cultural groups and life situations
- > Maintain sensitivity, integrity and confidentiality
- > Able to effectively resolve conflict in the workplace
- > Have a flexible autonomous approach to work
- > Typing to ensure timely and accurate data/information/documents
- > Ability to quickly learn administration tasks and adapt to different working environments
- > Adaptability to change
- > Demonstrated ability to multitask
- > Able to adhere to administrative boundaries, including directing inquiries to clinically trained colleagues as required

Experience:

- > Working in a demanding frontline customer service position within a Health Service
- > Maintaining general administrative processes
- > Maintaining electronic and hard copy client record Managing appointment bookings
- > Word processing, data entry and Microsoft Office products
- > Working effectively and harmoniously in a multi-disciplinary team environment
- > Working independently with minimal supervision and within scope of practice
- > Using initiative and the ability to prioritise competing demands

Knowledge:

- > Administrative systems, procedures and guidelines

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Nil

Experience:

- > Creating and maintaining client records

Knowledge:

- > The Women's and Children's Health Network role and function

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing.

The legal entities include but are not limited to Department for Health and Wellbeing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Health Network/ Division/ Department:

The Women's and Children's Health Network (WCHN) was established to promote, maintain and restore the health of women, children and young people in South Australia. The Service plans, develops and coordinates health services as part of an integrated health system.

The Women's and Children's Health Network efficiently conducts and manages, within its identified resources, health services for children, young people and women, including:

- Specialist hospital services.
- Primary health care and population health programs.
- Integrated community care services.
- Services to address the health and wellbeing of particular populations, including Aboriginal Health Programs.
- Education and training programs.
- Research.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

Domestic and Family Violence

The WCHN recognises violence against women as a human rights issue that must be addressed in the workplace, and is committed to a zero tolerance policy towards violence against women in the workplace. Accordingly employees must appropriately report and respond to any such acts in the workplace, and make available appropriate support to employees who may be experiencing violence in the community.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:

Signature:

Date:

Women's & Children's Health Network

Accountability – what does it mean for me?

Within WCHN everyone is accountable for their contribution to the safety and quality of care delivered to consumers.

Consumers

Consumers and their families participate as partners to the extent that they choose. These partnerships can be in their own care, and in organisational design and governance.

Staff including Contractors, Locums, Agency, Students and Volunteers

All staff (as described above) have a role in the delivery of safe, high quality care to consumers, and are expected to perform their roles with diligence; and with a person-centred approach to the best of their ability. It is the responsibility of all staff to raise concerns when it is recognised that something is not right. Safety and quality is the responsibility of all staff, at all levels and across all locations.

Clinicians

All clinicians are accountable for the provision of competent, consistent, timely, safe, reliable, contemporary and person centred care within a defined scope of practice.

Clinicians work in teams with professionals from a variety of disciplines based on mutual respect and clear communication, with an understanding of responsibilities, capabilities, constraints and each other's scope of practice.

All clinicians are responsible for providing care that is person centred, evidence based and which focuses on safety through minimising risk while achieving optimal outcomes for consumers. This is helped by participating in clinical governance, in WCHN health and safety forums, fostering a learning environment and supporting other clinicians to provide high quality services which are safe.

Clinicians are expected to speak up when there are concerns about safety so that these can be rectified and learnt from. Clinicians are accountable for their own individual professional practice, including maintaining currency of credentialing, registration and professional practice.

Managers

Managers are accountable for implementing systems and practices that support high quality clinical practice. Managers oversee, guide and direct staff by providing leadership and advice ensuring appropriate clinical governance, continuous quality improvement, and leading safety programs. Managers develop, implement and monitor performance indicators for the identification, management and reporting of risk. Managers implement the Clinical Governance Framework; Consumer Engagement Framework and the requirements of the National Safety & Quality Standards within their areas of responsibility. Managers are expected to demonstrate diligence and honesty in the management of public resources.

Managers organise, direct and manage the performance of staff to meet operational requirements; implement and promote evidence based standards and policies that are compliant with relevant, professional, industrial and legislative requirements. Managers engage with and listen to staff, and create an environment where staff feel able to speak up in relation to concerns about safety. Managers address concerns raised and provide regular, ongoing feedback in the interests of improving care and safety.

Executive/Divisional Directors

Executive/Divisional Directors are accountable for embedding the Clinical Governance Framework; Consumer Engagement Framework and the requirements of the National Safety & Quality Standards into their areas of responsibility and providing assurance to the Executive and Board that these systems are in place and work effectively, all risks are known and mitigated and that staff understand their safety and quality responsibilities.

It is expected that those holding senior leadership positions will model the highest standards of ethical and professional behaviour.

WCHN Committees

WCHN Committees support Executive Directors to implement and evaluate organisational systems, support divisions to work together to identify and mitigate risk and continuously improve practice. They support the organisation to work as a single entity.

Chief Executive Officer

The Chief Executive has overall accountability for safety, care delivery, system governance and monitoring.

Board

The Board is accountable for governance, monitoring, compliance and ensuring the executive are discharging their responsibilities in managing the organisation.

Four Strategic Priorities



Improved health and wellbeing of families and communities



Meaningful gains in Aboriginal health and wellbeing



Provide leading healthcare for women, babies, children and young people



Create one health network

Key Enablers

Effective communication

Consumer and community engagement

Culture and leadership

Engaged and capable workforce

Enabling technology

Research

Productive partnerships

Contemporary infrastructure

Financial sustainability

Continuous improvement and innovation

Mission To improve the health and wellbeing of families and communities by providing integrated care and support

Vision To be a leading and respected health network for women, babies, children, young people and their families

Values Compassion, Respect, Equity, Accountability, Together for Excellence

Our Story starts with our consumers and communities who are at the centre of everything that we do.

Our focus for the years ahead is to:

- Provide outstanding care and service
- Enhance our culture and leadership
- Design and deliver a new Women's and Children's Hospital
- Strengthen partnerships, expand innovation
- Through research, education and learning, inspire others, share specialist knowledge and deliver excellence in everything that we do
- Deliver an integrated WCHN

Our Way is underpinned by our agreed ways of working together that enable us as an organisation to:

- Share a common purpose and direction
- Use innovative and new ways to deliver our service
- Educate and support people to excel in the care that they give
- Grow and develop our current and future leaders
- Ensure that we have consistent behaviours and ways of working
- Implement processes and systems that are efficient and effective



State-wide services: Child and Family Health Service, Child and Adolescent Mental Health Service, Yarrow Place Rape and Sexual Assault Service, Disability Services, Child Protection Service, Metropolitan Youth Health, Women's Health Service, Women's Safety Strategy